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CENTRAL FAX CENTERSerial No.: 09/855,209
Attorney Docket No.: 10007891-1

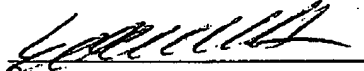
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I hereby certify that this paper and every
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AUG 23 2005

Dated: August 23, 2005 (Date of Deposit) 13 (No. of Pages)

EDMOND A. DEFRANK

By PATENT
Attorney Docket No: 10007891-1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:
Robert Sesek

Serial No.: 09/855,209

Group Art Unit: 2141

Filed: 05/14/2001

Examiner: S. Willett

For: **SYSTEMS AND METHODS FOR PROVIDING SUPPORT SERVICES TO
USERS OF PROGRAMMABLE DEVICES**

PRELIMINARY AMENDMENT

Hon. Commissioner for Patents
Box RCE
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated May 23, 2005, please enter the following
amendments for the above-identified application as follows:

Amendments to the Claims are reflected in the listing of the claims which begins on page 2
of this paper.

Remarks/Arguments begin on page 8 of this paper.